

E-01345A-08-0172

OPEN MEETING AGENDA ITEM



0000091378

ORIGINAL

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Arizona Corporation Commission

DO NOT WRITE

Opinion No. 2008 73354

Date: 11/25/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable



First:

Last:

Complaint By: Gary

Carlston

Account Name: Gary Carlston

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Glendale

CBR:

State: AZ Zip:

is: E-Mail

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

From: Gary Carlston [mailto:
Sent: Sunday, November 23, 2008 7:46 PM
To: Utilities Div - Mailbox
Subject: APS rate increase-please do not allow

Arizona Public Service Company has requested several rate increases in the past several years and received them. They are still a profitable company unlike many others. The price and cost of energy has dropped dramatically in the past several months. APS does not need a price increase. They need to decrease their rates. Please deny this rate increase.

Gary Carlston

Glendale, AZ
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

November 25, 2008 (sent this letter via e-mail)

Gary Carlston

Glendale, AZ 85308

ARIZONA CORPORATION COMMISSION
NOVEMBER 25, 2008

NOV 26 PM 4:06

RECEIVED

RE: ARIZONA PUBLIC SERVICE COMPANY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKET NO. E-01345A-08-0172

Dear Mr. Carlston;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

filed in docket no. E-01345A-08-0172

End of Comments

Date Completed: 11/26/2008

Opinion No. 2008 - 73354
